

Minutes: Medicaid Services Advisory Committee

Date: 03/1/2019

Time: 12:30 p.m. - 2:30 p.m.

Location: ROOM 4335, Elmer Anderson Building, 540 Cedar St. Saint Paul, MN 55155

Participation

Participating members: Shannon Bakshian, Hodan Guled, Bob Marcum, Terriann Thommes

Absent members: Kerri Gordon, Dr. Christine Foulkes

DHS staff: Sam Mills, Krista O'Connor

Guest speakers: Lisa Cariveau, DHS

Member networking

The Medicaid Services Advisory Committee (MSAC) meeting opened with a time of networking and relationship building for the members and others attending.

Welcome and updates

Introductions

Sam Mills welcomed the group and reviewed the agenda. Members introduced themselves, and Sam introduced Krista O'Connor. Krista has a new role within the HCA and will be overseeing the MSAC going forward. Sam reviewed the Health Care Administration vision, as well as the role of the Medicaid Services Advisory Committee.

DHS updates – presented by Sam Mills, DHS

DHS would like to add additional members to the MSAC. Previous applications will be reviewed, as there were over 65 applicants last year. Current members are encouraged to inform any individuals who may be interested and did not apply previously.

Sam also presented on the new leadership structure within DHS as well as the Health Care Administration.

Beneficiary materials feedback—presented by Krista O'Connor, DHS

One way DHS is improving the beneficiary experience is by collecting input on member materials. MSAC members were asked to review three documents and provide feedback utilizing a standardized survey. The survey was intended to collect feedback on ways to improve the member materials, as well as solicit feedback on best practices and priority areas for collecting consumer input. An overview of the feedback was presented to members. Members also provided additional feedback and personal experiences with materials received from government agencies. The comments and feedback will be provided to the appropriate staff within DHS for follow up.

Case Management Redesign – presented by Lisa Cariveau, DHS

Lisa Cariveau, from the Community and Care Integration Reform Division, presented an update on the state-wide work being done to draft a definition for the service of case management and create a foundations set of standards around the delivery of the service. Members were able to offer feedback from their personal and professional experiences with case management. The draft service design has been made available for public comment. Individuals can review and comment on the draft service design at <https://mn.gov/dhs/case-management-redesign>

Topics for discussion

The group did not have time to address future topics for discussion. Follow up will be conducted via email.

Public comment

No public comment was provided at this meeting.

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